

News and Information

from the Tennessee Division of Consumer Affairs

615.741.4737 or toll-free 800.342.8385

www.state.tn.us/consumer

FOR IMMEDIATE RELEASE

January 27, 1998

CONTACT:

Mark Williams

Wendy Waldron

NASHVILLE, TN - The Tennessee Division of Consumer Affairs had a record breaking year in 1997. The year end statistics revealed that the division was instrumental in helping return more than two million dollars to consumers.

"Two million dollars in restitution is a record breaking total. This is more than twice the amount returned to consumers in 1996. We are proud of the fact that we could return so much money to consumers," said Mark Williams, director of the Tennessee Division of Consumer Affairs.

The exact amount returned to consumers in 1997 was \$2,008,391.60. This figure includes mediated written complaints and restitution brought by formal actions with the Attorney General's Office. Total restitution for 1996 was \$1,000,743.

The number of complaints received in 1997 was a sharp increase over previous years. The complaints for 1996 totaled 5,853. Last year's total was 7,356. Business Opportunities was the number one complaint category, jumping from number four to number one. This category includes Multi-level Marketing Plans, Pyramid Schemes, Work at Home Opportunities, and Franchise Purchases.

Below are 1997's top five complaint categories. The rank of the category and the number of complaints received are compared to the 1996 year end statistics.

CATEGORY	Rank 1997 / 1996	COMPLAINTS 1997 / 1996
Business Opportunity	1 / 4	1,843 / 418
Debtor/Creditor	2 / 1	669 / 584
Home Improvements	3 / 2	440 / 582
Auto Repair	4 / 3	400 / 470
Used Car Sales	5 / 6	291 / 340

For answers to your consumer questions, or to learn the complaint history of a business, contact the Tennessee Division of Consumer Affairs at 500 James Robertson Parkway, Fifth Floor, Nashville, TN 37243-0600 or send E-mail to Consumer.Affairs@state.tn.us. Tennesseans can call the division toll free at 1.800.342.8385. This division welcomes any complaints, questions, or comments from consumers across the state.

[Consumer Affairs Home Page](#) / [Related Web Sites](#) / [Filing a Complaint](#) / [FAQs](#)



[Tennessee Home](#)



[Departments](#)



[Search](#)



[Visitor's Registry](#)